Protocol for Restaurants Opening for On-Site Dining: Appendix I

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to expand restaurant operations to include on-site dining. The requirements below are specific to restaurants and other permanent retail food operations. In addition to the conditions imposed on restaurants by the State Public Health Officer, restaurants must also be in compliance with these employee safety and infection control protocols.

Brewpubs, breweries, bars, tasting rooms, craft distilleries, and wineries are to remain closed until allowed to resume modified or full operation unless they are offering sit-down, dine-in meals as allowed by the Order. Restaurant and other food facilities should continue to offer and encourage takeout and delivery service to the extent possible.

This protocol is not intended for concert, performance, or entertainment venues that have on-site food facilities. These food facilities are to remain closed until they are allowed to resume modified or full operation through a specific reopening order.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website http://www.ph.lacounty.gov/media/Coronavirus/ regularly for any updates to this document and related guidance.

This checklist covers:

(1) Workplace policies and practices to protect employee health
(2) Measures to ensure physical distancing
(3) Measures to ensure infection control
(4) Communication with employees and the public
(5) Measures to ensure equitable access to critical services.

These five key areas must be addressed as your facility develops any reopening protocols.

All restaurants covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name: _____

Facility Address: _____

Prior Maximum Occupancy: _____

Occupancy Allowed, per 60% Occupancy Limit: _____

Date Posted: _____

A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH (CHECK ALL THAT APPLY TO THE FACILITY)

- ❑ Everyone who can carry out their work duties from home has been directed to do so.
- ❑ Vulnerable staff (those above age 65, those who are pregnant, and those with chronic health conditions) are assigned work that can be done from home whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- ❑ All employees have been told not to come to work if sick or if they are exposed to a person who has COVID-19.
- ❑ Workers are provided information on employer or government-sponsored leave benefits that the employee may be entitled to receive, which would make it financially easier to stay at home, including employee's sick leave rights under the Families First Coronavirus Response Act.
- ❑ Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.
- ❑ In the event that the owner, manager, or operator knows of three (3) or more cases of COVID-19 within the workplace within a span of 14 days the employer must report this outbreak to the Department of Public Health at (888) 397-3993 or (213) 240-7821.
- ❑ Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival. A temperature check should be done at the worksite if feasible.
- ❑ All employees who have contact with the public or other employees during their shift(s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees need not wear a cloth face covering when the employee is alone.
- ❑ Employees are instructed on the proper use of face covering, including the need to wash their face coverings daily.
- ❑ Face shields are provided and worn by wait staff and other employees when servicing customers not wearing a cloth face covering to eat and drink. The face shield is to be worn in addition to the cloth face covering. Cloth face coverings protect others from the wearer's droplets; face shields help protect the wearer from other's droplets.
- ❑ Face shields are to be used, cleaned and disinfected per manufacturer's directions.
- ❑ Employees are directed to ensure hand hygiene practices including handwash frequency, use of hand sanitizer and proper glove use are adhered to.
- ❑ Employees are allowed time to wash their hands frequently.
- ❑ Employees are reminded to cover coughs and sneezes with a tissue. Used tissue should be thrown in the trash and hands washed immediately with soap and warm water for at least 20 seconds.
- ❑ Employees are prohibited from eating or drinking anywhere inside the food facility other than designated break rooms.
- ❑ All employees, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use face coverings when around others.
- ❑ Breaks are staggered, in compliance with wage and hour regulations, to ensure that six (6) feet between employees can be maintained in break rooms at all times.

- ❑ Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
  - Break rooms _____
  - Restrooms _____
  - Other _____
- ❑ Disinfectant and related supplies are available to employees at the following location(s):

  _____
- ❑ Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

  _____
- ❑ Copies of this Protocol have been distributed to all employees.
- ❑ Optional—Describe other measures:

  _____

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- ❑ If possible, an employee wearing a cloth face covering is posted near the door but at least 6 feet from the nearest customers, to monitor that physical distancing procedures are adhered to.
- ❑ Measures to ensure physical distancing are adhered to where customers or employees are in a queue. This includes check-stands and terminals, deli counters and lines, restrooms, elevator lobbies, host stands and waiting areas, valet drop off and pickup, and any other areas where customers congregate.
  - Placing tape or other markings at 6-foot intervals in any area where members of the public may form a line or stand.
  - Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees and customers from passing by one another.
- ❑ Prioritized outdoor seating and curbside pickup, as allowed by local zoning and planning codes.
- ❑ Expand outdoor seating where possible, in compliance with local zoning codes. For outdoor seating, maintain 6 feet physical distancing standards.
- ❑ Technology solutions where possible have been implemented to reduce person-to-person interaction; mobile ordering and menu tablets, text on arrival for seating, contactless payment options.
- ❑ Limit occupancy within the restaurant to ensure there is adequate distancing and/or physical barriers between tables that minimizes contact between customers at different tables. See attached diagram for examples of approved seating arrangements with physical barriers where noted.
  - Indoor in-person dining occupancy capacity is not to exceed 60% of prior maximum seating capacity to allow sufficient space to social (physical) distancing between groups of customers; distancing should be 6 feet between groups of customers and/or use physical barriers. Occupancy limits will be reevaluated after 21 days to assess timing for additional occupancy increases.
  - Outdoor seating is subject to adhering to the 6 feet physical distancing requirements between groups of customers but is not to be included in the occupancy limit.
  - Bar areas that serve food may open to customers to serve food with the purchase of alcohol if they can adhere to the 6 feet physical distancing requirements, including maintaining six feet of distance from employee work or food or drink preparation areas. In instances where a restaurant can seat customers at a counter that is at least six feet from employee work or food or drink preparation areas, it may do so.
  - Discontinue seating of customers in areas where customers cannot maintain six feet of distance from employee work or food and drink preparation areas.

- Entertainment operations are prohibited.

- ❑ Design interaction between customers, delivery drivers and employees to allow for physical distancing.
  - Floors in and outside of the restaurant in areas when customers, delivery drivers or others may wait are marked to enable and enforce physical distancing.
  - The use of contactless processes for pickup and delivery and other electronic systems for guest interactions have been implemented, where possible.
  - Interactions between servers or other employees' interactions and customers are limited to a maximum of five minutes per occurrence, where possible.
- ❑ On-site dining made by reservation or customers notified to call in advance to confirm seating/serving capacity, where possible. Contact information for each party is collected either at time of reservation booking or on site to allow for contact tracing should this be required.
  - Consider a phone reservation system that allows people to queue or wait in cars and enter only when a phone call, text or other method, notifies the customer that a table is ready.
- ❑ If the establishment has capacity and chooses to offer on-site ordering, customers should be offered a menu (posted or a single-use handout), to allow for ease of ordering, and items orders should be gathered, packaged and picked up by the customer as soon as possible; customers should be notified of the estimated pick-up time. Customers waiting for items may not congregate within the business. They should either remain in their car or return at the appropriate time to obtain their order.
- ❑ Limit the number of guests at a single table. People in the same party seated at the same table do not have to be six feet apart. All members of the party must be present before seating and hosts must bring entire party to the table at one time.
  - On-site seating at a table shall be limited to no more than 6 people in the same party. .
- ❑ Limited contact between wait staff and customers.
  - Install physical barriers such as partitions or plexiglass at registers, host stands, ordering counters, etc., where maintaining physical distance of six feet is difficult.
  - Limit the number of employees serving individual parties.
- ❑ Discourage employees and customers from congregating in high traffic areas such as bathrooms, hallways, bar areas, reservation and credit card terminals, etc.
  - Require employees to avoid handshakes and similar greetings that break physical distance.
- ❑ Use barriers or increase distance between tables/chairs to separate employees in employee breakrooms. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- ❑ Operations have been redesigned, where possible, to achieve physical distancing between employees.
  - Kitchen and other back of house area's floors are marked to reinforce physical distancing requirements.
- ❑ Physical distancing protocols should be used in any office areas, kitchens, pantries, walk-in freezers, or other high density high-traffic employee areas.
  - Incidental contact is to be expected, however, the goal is to limit this to less than 15 minutes, preferably 10 minutes, and the employees are always wearing their face coverings.

C. MEASURES FOR INFECTION CONTROL

PRIOR TO OPENING

- ❑ The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased.

- Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all working areas.

- ❑ For facilities that have not been operating, flush each of the hot and cold-water fixtures for five minutes prior to reopening to replace stale water in the facility's plumbing with a fresh and safe water supply.
- ❑ Facility has been thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19), especially if it's been closed.
  - Procure options for third-party cleaning company to assist with the increased cleaning demand, as needed.
- ❑ Spaces such as dining rooms, host stands, and kitchens have been equipped with proper sanitation products, including hand sanitizer and sanitizing wipes for all employees directly assisting customers.
  - Ensure sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
  - Recommend installing touchless dispensers for hand sanitizer, soap dispensers, paper towel and trash dispenser.
- ❑ Drop-off locations are designated to receive deliveries away from high traffic areas. Person-to-person contact for delivery of goods has been eliminated whenever possible.

FOOD SAFETY CONSIDERATIONS

- ❑ All food safety practices outlined in the California Retail Food Code (CRFC) are being followed and maintained.
  - Keep hot food hot (135 °F or above) and cold food cold (41 °F or below).
  - Thoroughly cook foods as required in the CRFC.
  - Clean and sanitize utensils and equipment at the required frequency outlined in the CRFC.
  - Adhere to employee health and hygiene practices: Don't work when ill; wash hands frequently; gloves used as required in the CRFC.
  - Ensure all food and food ingredients are from an approved food source.
  - Food preparation employees are discouraged from changing or entering others' workstations during shifts.
- ❑ Self-service machines, such as soda and frozen yogurt machines are dispensed by a food employee and cleaned and sanitized frequently.
- ❑ Areas where customers may congregate or touch food or foodware items that other customers may use have been closed. These items are provided to customers individually and discarded or cleaned and disinfected after each use, as appropriate. This includes but is not limited to:
  - Self-service areas with condiment caddies, utensil caddies, napkins, lids, straws, to-go containers, etc.
  - Self-service food areas, such as salsa bars, salad bars or buffet-style, including food sampling.
  - Tableside food preparation and presentation such as food item selection carts and conveyor belts, guacamole preparation, etc.
  - After-meal mints candies, snacks, or toothpicks for customers. These are offered with the check or provided only on request.
- ❑ A designated food employee is assigned the task of wrapping silverware prior to providing to the customer, rather than multiple employees handling uncovered silverware prior to customer use.
- ❑ Refilling beverages at the table or from common containers (e.g. pitchers, carafes, decanters, bottles) is not allowed. Clean glassware is provided for customer refills.

FACILITY CONSIDERATIONS

- ❑ A food employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- ❑ A cleaning and disinfection plan for high-touch surfaces and access areas has been developed and is followed.
  - Common areas and frequently touched objects related to customer pickup and payment (e.g., tables, doorknobs or handles, credit card readers) are disinfected on an hourly basis during business hours using EPA approved disinfectants.
  - All payment portals, pens, and styluses are disinfected after each use.
- ❑ Facility is thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19) nightly. A log is kept to monitor completion wherever possible.
- ❑ Audio headsets and other equipment are not shared between employees unless the equipment is properly disinfected after each use. Consult equipment manufacturers to determine appropriate disinfection steps.
- ❑ Dishwashers are provided with equipment to protect their eyes, nose and mouth from contamination due to splash using a combination of face coverings, protective glasses, and/or face shields. Dishwashers are provided impermeable aprons and required to change frequently. Reusable protective equipment such as face shields and glasses are to be properly disinfected between uses.
- ❑ Restrooms are checked regularly and cleaned and disinfected on an hourly basis using approved EPA disinfectants.
- ❑ Hand sanitizer and trash cans are available to the public at or near the entrance of the facility.

CUSTOMER SERVICE/DINING AREAS

- ❑ Customers should enter through doors that are propped open (this will be evaluated for approval based on overall vermin exposure) or automated if possible. Hand sanitizer should be available for guests who must touch door handles.
- ❑ Customers are instructed that they must wear cloth face coverings whenever they are not eating and/or drinking; this includes upon entry to the facility, when walking anywhere in the facility, and when using the restrooms. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make the use of a face covering hazardous are exempted from this requirement.
  - Customers may remove cloth face coverings while seated at a table and eating and/or drinking.
  - Customers who refuse to wear a cloth face covering may be refused service and asked to leave.
- ❑ Customers arriving at the site with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are wearing face coverings if age permits.
- ❑ Servers, bussers, and other employees moving items used by customers (dirty cups, plates, napkins, etc.) or handling trash bags use disposable gloves (wash hands before putting gloves on and after removing them) and are provided aprons which they must change frequently.
- ❑ Reusable menus are cleaned and disinfected between customers. If using paper menus, discard after each customer use. Alternatives such as stationary menu boards, electronic menus, or mobile device downloadable menus should be considered.
- ❑ Customer seating areas are cleaned and sanitized after each use. Seating, tables and other items on table must be single-use or cleaned/sanitized between customers. Each table has either a top cloth replaced between guests or a hard-non-porous surface which is sanitized between guests.
- ❑ No flatware, glassware, dishware, menus, condiments or any other tabletop item is present on tables prior to the seating of customers. All such items are fully sanitized between seat changes and stored during non-use in a location that prohibits potential contamination.
- ❑ Takeout containers are filled by customers and available only upon request.

- ❑ Cashless transactions are encouraged. If reasonable for the food facility, customers are enabled to swipe their own credit/debit cards, and card readers are fully sanitized between each guest use.
- ❑ Optional - Describe other measures (e.g. providing senior-only hours, incentivizing non-peak sales):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- ❑ A copy of this protocol is posted at all public entrances to the facility.
- ❑ A sign notifying customers to use hand sanitizer and to wear a face covering when not eating or drinking is also posted at all entrances.
- ❑ Signage is posted that reminds the dining public to maintain physical distancing of six feet, wash hands or use sanitizer upon entry into a restaurant, and to stay home if they are ill or have symptoms consistent with COVID-19.
- ❑ Signage is posted that notifies customers that while it may be common practice for diners to socialize after the meal, this practice will be discouraged during the pandemic.
- ❑ Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of face coverings, policies in regard to preordering, reservations, prepayment, pickup and/or delivery and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- ❑ Services that are critical to the customers/clients have been prioritized.
- ❑ Transactions or services that can be offered remotely have been moved on-line.
- ❑ Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business Contact Name: _____

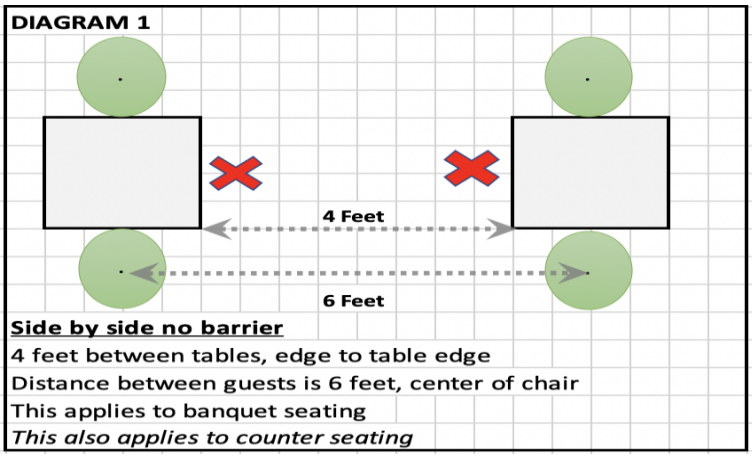
Phone number: _____

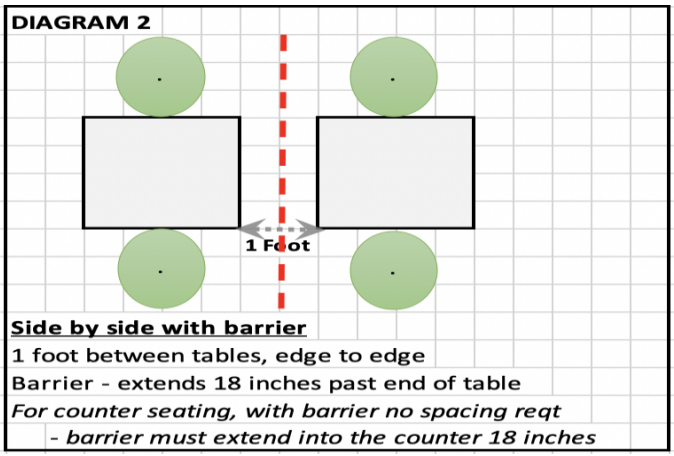
Date Last Revised: _____

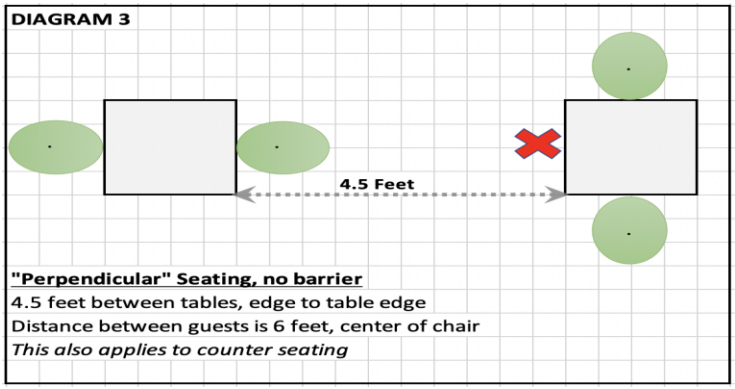
Examples of approved seating arrangements within the allowable occupancy

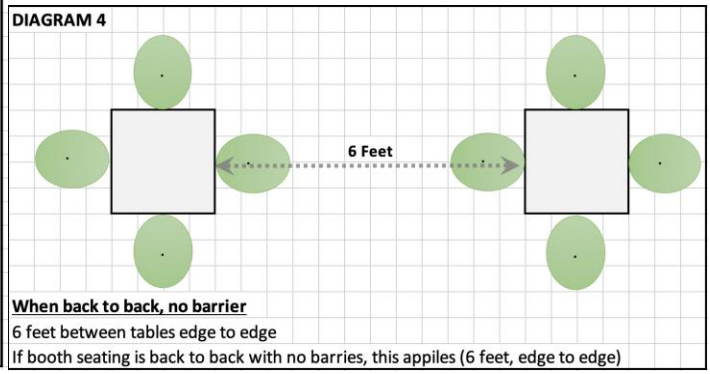
(Each square is 6"x 6")

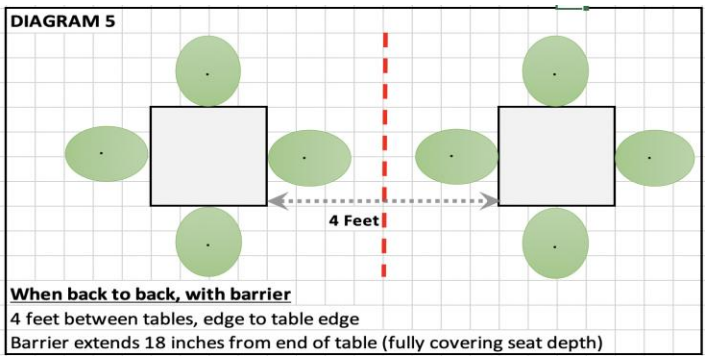
Barriers must be made of impermeable, cleanable, and durable materials that can be frequently cleaned and sanitized. Barriers must provide at least six-foot high barrier and must be installed per fire and building codes so as to not interfere with the ventilation or fire protection systems. Barriers must provide 30 inches above the table and other dimensions noted in diagrams.

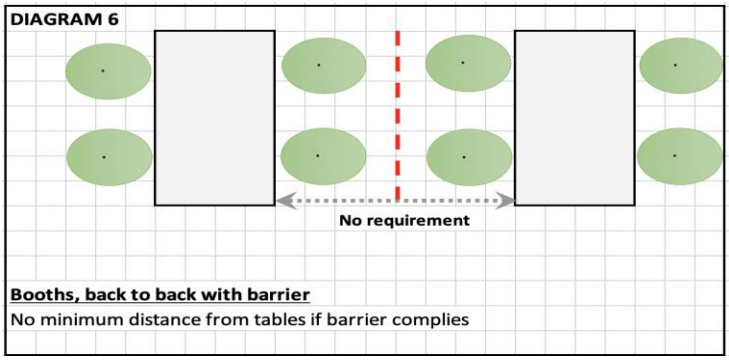












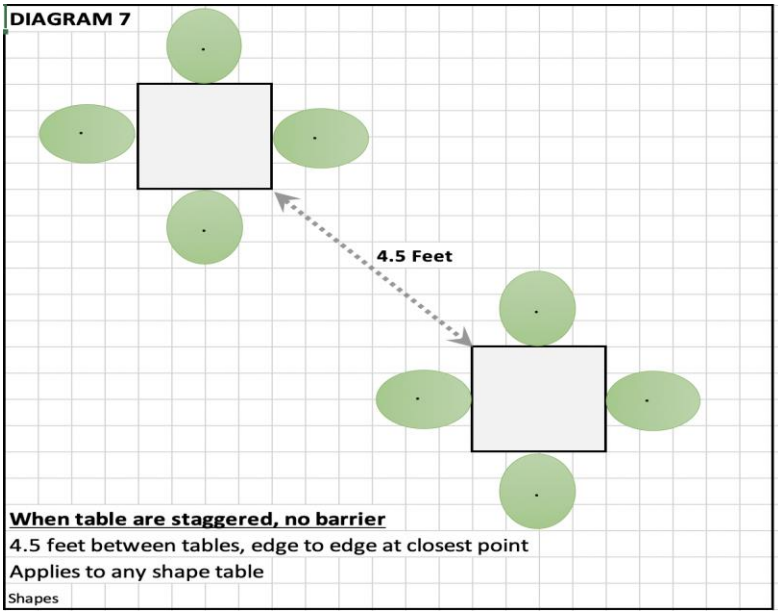


DIAGRAM 7
4.5 Feet
When table are staggered, no barrier
4.5 feet between tables, edge to edge at closest point
Applies to any shape table
Shapes

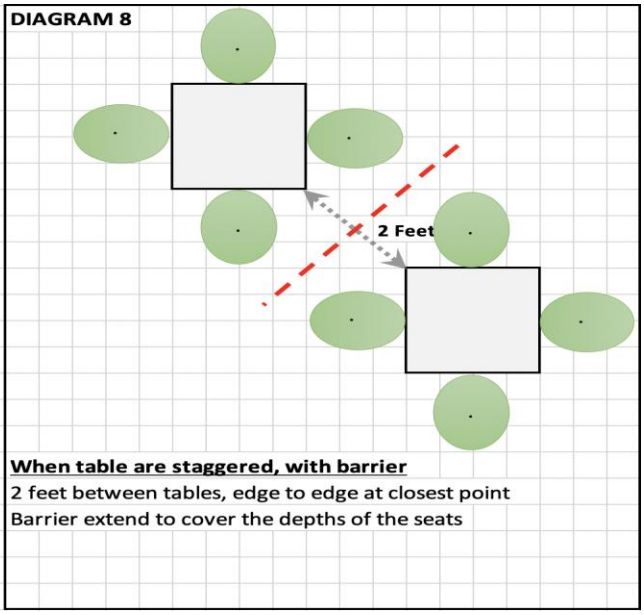


DIAGRAM 8
2 Feet
When table are staggered, with barrier
2 feet between tables, edge to edge at closest point
Barrier extend to cover the depths of the seats

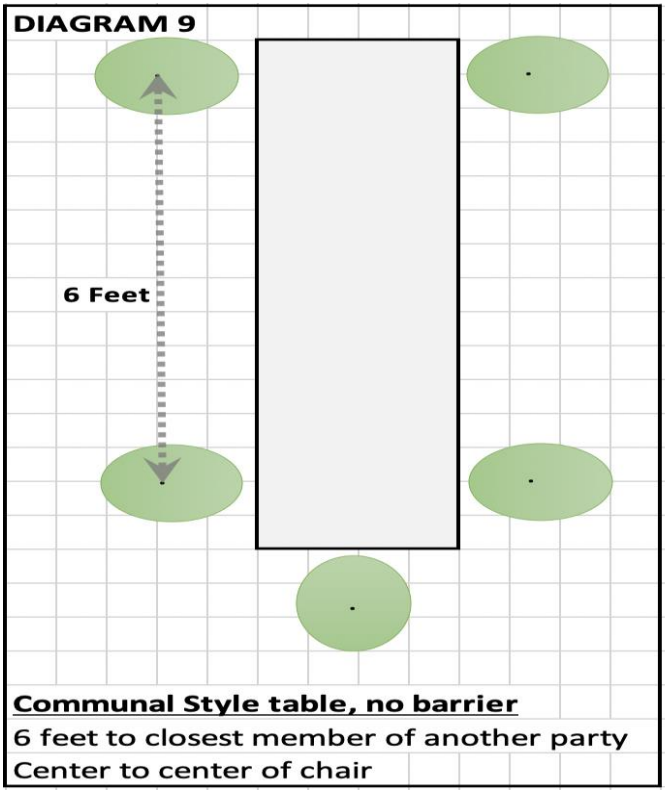


DIAGRAM 9
6 Feet
Communal Style table, no barrier
6 feet to closest member of another party
Center to center of chair

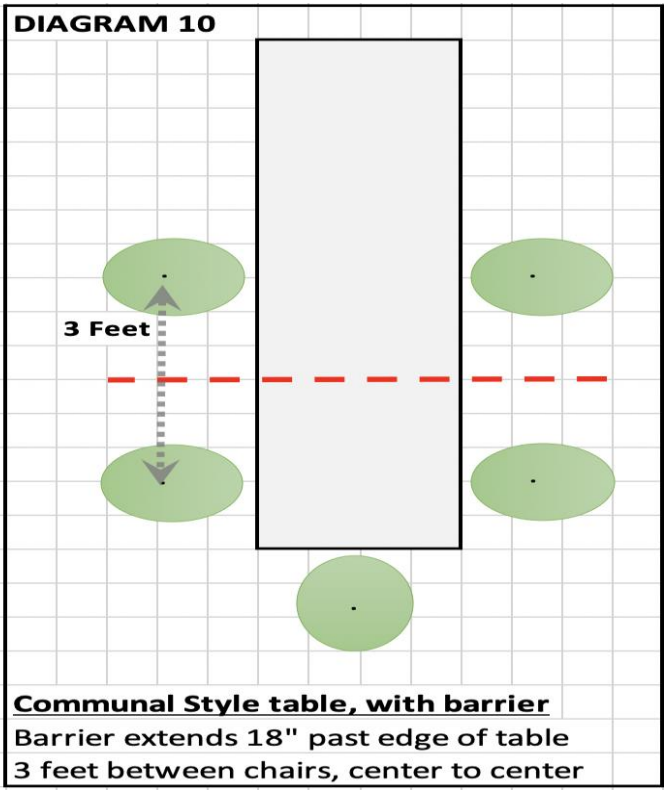


DIAGRAM 10
3 Feet
Communal Style table, with barrier
Barrier extends 18" past edge of table
3 feet between chairs, center to center

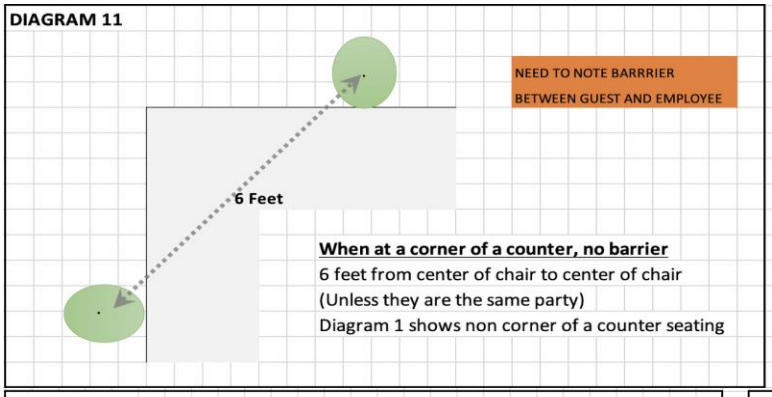


DIAGRAM 11
NEED TO NOTE BARRRIER
BETWEEN GUEST AND EMPLOYEE
6 Feet
When at a corner of a counter, no barrier
6 feet from center of chair to center of chair
(Unless they are the same party)
Diagram 1 shows non corner of a counter seating

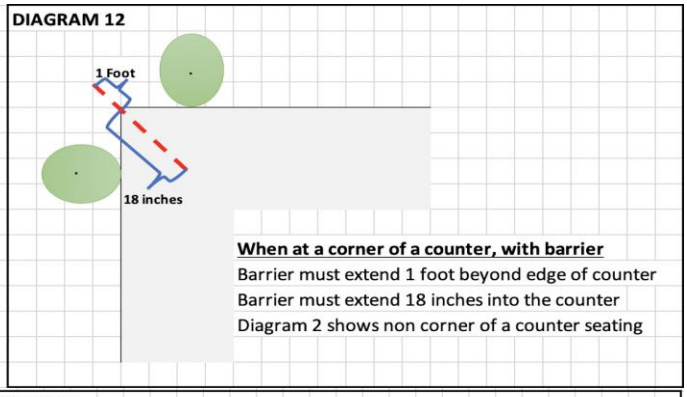


DIAGRAM 12
1 Foot
18 inches
When at a corner of a counter, with barrier
Barrier must extend 1 foot beyond edge of counter
Barrier must extend 18 inches into the counter
Diagram 2 shows non corner of a counter seating

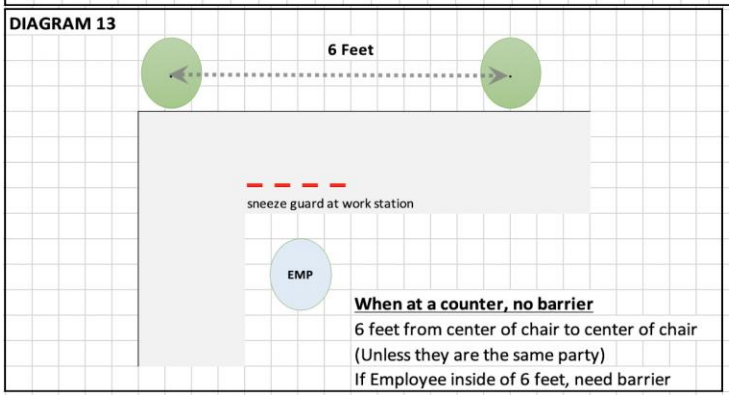


DIAGRAM 13
6 Feet
sneeze guard at work station
EMP
When at a counter, no barrier
6 feet from center of chair to center of chair
(Unless they are the same party)
If Employee inside of 6 feet, need barrier

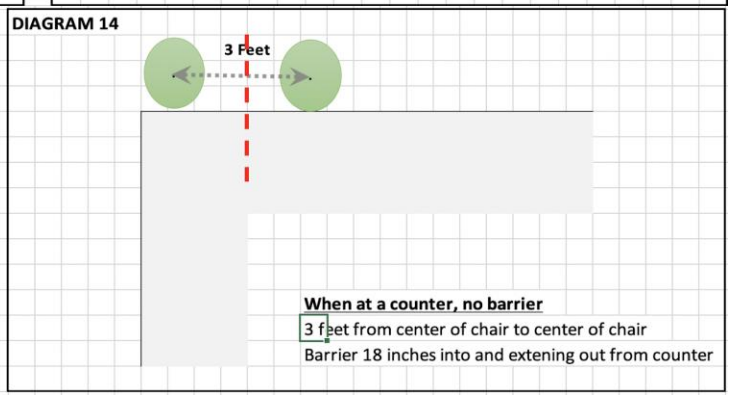


DIAGRAM 14
3 Feet
When at a counter, no barrier
3 feet from center of chair to center of chair
Barrier 18 inches into and extening out from counter